

ONLINE DIAGNOSING OF COMPUTER HARDWARE AND SOFTWARE

Publication number: WO0241105

Publication date: 2002-05-23

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Classification:

- **International:** G06F11/30; G06F9/445; G06F11/22; G06F11/273; G06Q50/00; G06F11/30; G06F9/445; G06F11/22; G06F11/273; G06Q50/00; (IPC1-7): G06F

- **European:** G06F11/273R

Application number: WO2001US43538 20011115

Priority number(s): US20000713966 20001115

Also published as:

WO0241105 (A3-corr)
WO0241105 (A3)
MXPA03004289 (A)
EP1337905 (A0)
CA2428599 (A1)

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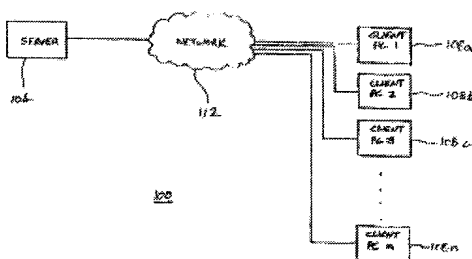
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Abstract of WO0241105

A method and apparatus for the online diagnosis and repair of computer hardware and software are provided. According to a method of the present invention, a client application and executable program scripts are downloaded to a computer to be diagnosed. The client application executes the scripts, and returns information obtained as a result of executing those scripts to a server. The server then applies a rules based analysis to the returned information, and provides a disposition to the computer to be diagnosed.

The disposition may include information regarding a potential remedy for the detected problem or problems, or may include provisions to automatically effect a repair. According to one embodiment, the operation of the client application is coordinated with information communicated using a browser by polling a field provided in a database maintained at the server. According to a further embodiment, a client computer is directed to the exact universal resource location at which information or a file needed to effect a repair can be found.

A method and apparatus for online diagnosis and repair of computer hardware and software are provided. A client application and executable program scripts are downloaded to a computer (108) to be diagnosed. The client application executes the scripts and returns information obtained as a result of executing those scripts to a server (104). The server (104) then applies a rule based analysis to the returned information and provides a disposition to the computer (108) to be diagnosed. The disposition may include information regarding a potential remedy for the detected problems, or may include provisions to automatically effect a repair. In one embodiment, the client computer (108) is directed to the exact universal resource location at which information or a file needed to effect a repair can be found.



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